# Automated Commercial Environment—Requirements Recommendation

| Date: | September 5, 2001 |
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| Number: | ITD-HL-004 |
| Requestor: | ITDS Sub-Committee |
| Customs Co-Chair: | Allison Suliveras |
| Trade Co-Chair: | Sandra Scott, Tom Anastasi |

## Requirement

**System Availability and Response Time:** ITDS must establish systemic redundancies to help ensure processing is available on a 24/7 basis. ITDS needs to provide timely responses to account holders pertaining to the disposition of individual transactions. A desired electronic response time from ITDS should meet or exceed current system capabilities.

## Business Need

Cargo is moving on a 24/7 365 day per year time frame. It is imperative with a "just in time" environment in the trade today to have the system available to facilitate the release of the cargo. Any delays are costly and could result in line or plant shutdowns, and significant revenue loss to the trade.

Response time must be within seconds of electronic notification that the cargo has arrived.

There must be clear and consistent procedures in place at all ports if any agency system is down to facilitate the movement of the cargo.

## Technical Need

See Business Need, above.

## Benefits

The benefits to the trade and to Customs is eliminating delays due to system failures, thereby reducing the costs associated with these delays. It will also significantly improve cargo release times, thereby reducing congestion at high volume release ports.

## Risks

The risk would be that the system gets built with a single point of failure.

## Related Subcommittees

**Priority:** **Critical** ☐ **High** ☐ **Medium** ☐ **Low** ☐

**Customs Use Only**

Approved ☐          Not Approved ☐          Further Evaluation Required ☐